

SPORTS FACILITY RESERVATION PROCESS

Applications Submitted during Registration Period

Registration periods are held twice a year to accept long term field requests for the spring (March – August) and the fall (September – February) seasons. The non-refundable processing fee must be submitted with each application form per field; submitting and completing an application is not a guarantee that a reservation will be issued. Complete the application as thoroughly as possible to avoid delays in the reservation process.

- The registration period for the spring season is tentatively scheduled for December
 - The registration period for the fall season is tentatively scheduled for May.
 - Following the registration period and negotiations, applications are accepted on a first come first served basis for the current season
1. Applicants may submit the application form via email, fax, postal mail, or hand delivered to the [Citywide Sports Facility Reservations Office](#). Fees may be paid by cash, check (payable to City of San José) or credit card (Visa, MasterCard, and Discover). Personal or business checks will not be accepted less than 30 days prior to intended use. Additional fees may be charged for returned checks.
 2. If there are other groups requesting the same fields, dates or times, the applicant will be contacted and invited to the Negotiation Meeting to resolve any conflicts. In order to be invited to this meeting your application must be received by the deadline.
 3. A limit of three (3) applications per applicant may be submitted during the Registration Period. Any additional fields may be negotiated at the Negotiation Meeting after the initial negotiation period has expired.
 4. Applications received after the Registration Period deadline will be considered late and processed on a “first come, first serve basis” after the Negotiation Meeting for the current season
 5. If an application is found to be falsified, all fees and field reservations will be forfeited and future permits will not be granted for the period of 1 year of the date occupancy. In addition, any group or organization found to be reserving field use for another organization or within its own organization (that would otherwise have a different priority for field scheduling) may be penalized by the revocation of its permit for the season for which the permit is issued, and that group or organization will not be granted any permits of that occupancy period of 1 year.

6. No publicity or invitations should be distributed until the applicant receives official confirmation that the field use reservation permit has been granted.

Negotiation Meeting

- The negotiation meeting for the spring season is tentatively scheduled for January
 - The negotiation meeting for the fall season is tentatively scheduled for June.
1. Applicants will receive an invitation with specific time & location.
 2. Each organization shall appoint one contact person to be the agent for the organization in all communications with the City regarding facility scheduling, permits, fees, etc. The contact person is responsible to inform the organization's board members, coaches, participants, and parents of all policies, procedures and conditions of use.
 3. Applicant must attend the negotiation meeting to resolve conflicts with other user groups. One (1) representative must be present for each separate park request. A substitute representative may attend in applicant's absence.
 4. If the conflicts cannot be resolved by the applicants in attendance; the City staff will make a final decision for field use.

Pending Permits

1. Pending permits will be drafted and made available to the applicants after the negotiation meeting.
2. Sports Facility Use Applications received after the negotiation period will be reviewed to determine if field(s) is available for the dates and times requested. If field is available a pending permit will be drafted.
3. Upon receipt of the pending permit applicant will have 3 business days to review and make any necessary revisions prior to the expiration of the pending permit.
4. Cancellation or change fees will not apply during the review process of the draft permit(s).

Payment Process

1. Application submitted **more than 30 days** prior to the first date of use
 - Processing fee (must accompany application to be processed)
 - 50% deposit of total fees due 3 business days after reviewing a draft permit
 - Remaining 50% of total fees due 30 days prior to the first date of use; if full payment is not received 30 days prior to the first date of use the reservation will be cancelled without refund
2. Applications submitted **less than 30 days** prior to the first date of use
 - Processing fee (must accompany application to be processed)

- Rush fee (applications submitted 10 or less business days prior to first date of use)
- 100% deposit of total fees due 3 business days after reviewing a draft permit; if full payment is not received reservation will be cancelled without refund
- No refund for cancellation 30 days or less prior to the first date of use

Approved Permits

1. An approved permit(s) will be issued when final payment has been received 30 days prior to the start of use. If start date is less than 30 days all fees are due when a draft permit has been issued and reviewed by the applicant.
2. All required documents (Certificate of Liability Insurance, and if applicable, proof of non-profit status) have been submitted and reviewed and exempted by staff.
3. If payment and/or all required documentation are not submitted by deadline; No permit will be issued and request cancelled. Fields previously reserved will be released to the general public for reservation.
4. Any changes made to an approved permit will be charged a \$20 change fee

Cancellation/Refund Policy

The City of San José's cancellation policy has been developed to discourage the last minute cancellation of events. The primary goal is to offer low-cost sports facility use for organized groups. If a cancellation is received on short notice, the City of San José's ability to re-rent the facility is severely limited. The cancellation/refund policy is therefore structured to offer the greatest refund in instances where the City of San José has the highest probability of re-renting the field.

1. In the event that a cancellation of a permit is necessary, it is the applicant's responsibility to provide immediate written notification of such intent to cancel use and confirm receipt of the notification to City staff. Cancellations will only be accepted from the applicant (the person who signed the Sports Facility Use Application), not from anyone else acting on his/her behalf.
2. Once the first date of use on the permit has passed there are no refunds for any cancellations regardless if you wish to cancel the entire permit or delete individual dates. Adding dates to your permit would require full payment at the time of your request.
3. Refund of the total fees (minus the application fee) will be given when canceled prior to the first date of use on the permit in accordance with the following schedule.
 - 30 days or less notice – no refund
 - 31-59 days notice – 50% refund of the total permit fees
 - 60+ days or more notice – 100% refund of the total permit fees
4. When paying by check, there is a 30-day waiting period before refunds can begin to be processed. Cash or check refunds can take up to 6-8 weeks to process following

the cancellation date. Credit card refunds will be applied back to the original credit card account within two weeks of receiving the refund request.

5. The City of San José reserves the right to cancel any use of facilities and/or equipment in emergency situations or when deemed necessary for the safety and best interest of the customers, the City of San José, and all concerned. In such cases, the City of San José will provide a full refund of all fees for the closure period which may not include the application fee. Every effort will be made to notify user of a cancellation at the earliest possible date.
6. There are no refunds for inclement weather.
7. Outdoor light fees are fully refundable due to inclement weather.
8. Any individual or organization playing on and damaging the turf when fields are closed will result in the immediate cancellation of that permit and no refunds will be issued.